# Antenatal Shared Care Messages and Discharge Summary Messages from Cork University Maternity Hospital to General Practitioners: Frequently Asked Questions.

Following a six month pilot phase, electronic messages between GPs and CUMH, via Healthlink, will commence in May/June 2018. The messages are:

* Antenatal shared care messages, two way messages between GPs and maternity services;
* Discharge summary messages, one each for mother and baby or babies;

These messages will come automatically to you if you are a Healthlink user. In order to use the electronic shared antenatal care you need to have the most recent version of your GP practice software system. Here are some FAQs that have been created during the pilot phase.

**Q 1. Can I send an Antenatal Referral using a shared antenatal care message?**

No. Your initial antenatal referral letter should continue to be on paper. The pregnant woman’s first hospital booking visit will trigger a message to your GP software system. This first message contains the identifiers for the woman within the Maternal and Newborn Clinical Management System (MN-CMS). Once you receive this first message you can then return the information from antenatal visits in the practice.

**Q 2. Where do I get information and support for the new messages?**

Your GP practice software vendor will provide you with information in the form of instruction manuals or videos. If you have questions about the user interface in your system you should contact your GP vendor. If you have questions about messages sent or received you should contact the Healthlink help desk. If you have clinical queries about the message content you should contact CUMH.

**Q 3. Can I use the shared antenatal care messages for passing on urgent information?**

No. The shared antenatal care messages will work the same way as the combined antenatal care card. The information will not be reviewed until the woman’s next antenatal clinic attendance. If you have an issue that needs action, you should contact the maternity services in the usual manner.

**Q 4. What can I put in the shared antenatal care comments field?**

The comments field is where you provide clinical information on the progress of the pregnancy and any issues you wish the maternity services to be aware of. Remember that this is not for communicating urgent information. It is not an instant messaging system.

**Q 5. Are there any limitations to the messages that I should be aware of?**

At initial go live for this service the outgoing message from MN-CMS to GP will not include a Medication field with information on the woman’s current medication. Maternity hospital staff should include relevant medication information in the Clinical Note field.

**Q 6. Is this exchange of information compliant with data protection regulations?**

Yes. This system mirrors the long established exchange of information on the combined care card. The MN-CMS service is undertaking a Data Protection Impact Assessment and this includes GP electronic messaging.

**Q 7. Any tricky bits I am likely to forget?**

The Health One system has a consent tick-box and if you fail to tick it, then the antenatal shared care message does not get passed on to the hospital. Familiarise yourself with the user notes or instruction video for your specific software system.

**Q 8. What if I spot some bugs or software problems with the system?**

Like all new implementations there will inevitably be bugs. Most of these have been recognised and resolved during the pilot phase. However should you identify any bugs or issues please contact either your software vendor or Healthlink to report them. If some data value appears inaccurate in the shared antenatal care message, then please confirm the reading with the hospital maternity services.

**Q 9. Will I still receive paper discharge summaries for mother and baby?**

Yes, you will receive both electronic and paper versions of the discharge summaries. When the service is bedded in and quality assured the plan is to stop sending the duplicate paper version. You will receive a communication from CUMH prior to the cessation of paper reports.

**Q 10. Will women be able to view their maternity record online?**

In the future, antenatal shared care messages will form part of an online patient portal and women will be able to review their antenatal shared care record, just like at present with the paper record or combined care card. You need to be aware of the public nature of the record when you enter comments or notes.

**Thanks to Pilot GP Practices**

This is the first implementation of two way real time clinical messages in the country. We would like to thank the pilot GP practices and their support staff for their assistance in bringing this to go live.

**Contact Phone Numbers for Support**

Healthlink: 01 8287115, email support@healthlink.ie

CUMH: email: cumh.mncms@hse.ie

GP Practice Software Vendors, details as per your support contract

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